

What's Happening At Your VA:

- Couch to 5k - Every Monday & Wednesday 430p-530p meet at the Gym or for more info contact Matt Cox ext. 7659 or Glenn Pennington ext. 6372
- **MOVE!** Weight Management Program for Veterans. For more info call ext. 6351 or 6120
- Veterans Art Show - Wednesday March 15th, 10a-2p, Bldg. 9
- April 6th - Annual Ladies Night Out Event 50's Sock Hop Theme with a costume contest, Registration at 530p, Dinner line open from 545p-730p, Welcome speech at 605p, Pamper Services & Karaoke at 630p, Hula Hoop & bubble gum blowing contest at 645p, Giveaways at 745p. Enjoy a child free evening! RSVP is required - limited to 150 participants. One adult guest per Veteran is welcome. RSVP by contacting Allison Asbury at ext. 6437 or via email allison.asbury@va.gov

Save the Date

- April 19th - 10a -1230p Veteran Orientation - Overview of Chillicothe VA services and tips for navigating the system. Bldg. 9, Pre-register by calling ext. 6107
- July 8th - 10th Annual Chillicothe VAMC Veterans Appreciation Night with the Paints. More info to come.



The Monthly Veteran Connection



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VA's New Debt Collection Policy for Patients

VHA began using the Department of the Treasury's Cross-Servicing program to encourage Veterans to satisfy their first-party delinquent copayment debt with VA for non-service connected care. This is for new debt only, not for previous debts. This will not affect Veterans' ability to receive care at any VAMC.

Under the new Cross-Servicing program, first-party debts that are not paid within 90 days will automatically transfer to VA's Debt Management Center for offset of VBA benefits (if available). If VBA benefits are not available, Veterans will have an additional 30 days to make payment arrangements to satisfy the debt. If arrangements to pay the debt are not made, it will automatically refer at 120 days to the Treasury Cross-Servicing program that issues official notification letters to Veterans. If the letters go unanswered, Treasury uses additional tools to collect delinquent debt, which will include Treasury Offset Program - offset of any federal and state payments to which you are entitled. This includes tax refunds, social security benefits and salary or retirement benefits. In addition, the Department of Treasury may refer your account to private collection agencies, which will result in additional fees and interest being added to your account. You may also be subject to garnishment of non-federal wages under Treasury's Administrative Wage Garnishment Program. Other collection actions include offset of any current or future VA benefits to which you may become entitled. VHA may also report your delinquent account to credit reporting agencies sixty (60) days from the date of the initial billing statement. **You must pay your balance in full by the due date on the initial billing statement to avoid late charges and/or collection actions.** In an effort to make paying your VA bills as easy as possible, VA offers several ways to pay your VA bill: **In Person:** At your local Veteran Affairs Medical Center's Agent Cashier's Office, **By Phone:** 1-888-827-4817, **Online:** Pay by ACH withdrawal from your bank account, or by debit or credit card at www.pay.gov, **By Mail:** Make check or money order payable to "VA" and include account number and payment stub. Submit to: Department of Veterans Affairs, P.O. Box 530269, Atlanta, GA 30353-0269.

If your debt has been sent to the Cross-Servicing program you can only make payments by calling 888-826-3127 (Department of Treasury Debt Management Service) and discussing your payment options. For more information: <https://www.va.gov/healthbenefits/cost/>



Former Veteran's Clothing Room Rejuvenated

We are excited to announce the grand re-opening of the, "Veteran's Closet". With a fresh new look, new name and many new additions, the former clothing room has been updated and will now be open to all Veterans.

Located in the basement of building 9 the Veterans Closet is a place for Veterans to get back on their feet. Whether they are looking for a single pair of jeans or a full suit for a job interview, the Veterans Closet has you covered. We carry both male and female apparel, garments and shoes. Stop by any week day, 8a-3p and be greeted by a friendly face. For needs after 3pm you can make special arrangements by contacting Voluntary Services, ext. 7420.

In an effort to simplify the process for Veterans the only requirement is to show some type of proof verifying Veteran Status whether it's VA ID Card, Military ID, State of Ohio Veteran Card or DD 214. We will NOT turn any Veteran away.

Volunteer or Donate

- Are you interested in helping your fellow Veterans?
- Would you like to become a volunteer?
- Are you a student who would like to receive valuable experience and training?
- Would you like to make a donation to help our local Veterans?

If so, please contact Voluntary Service. at ext. 7420 or visit Voluntary Services in Bldg. 9



Need a great gift, toiletries, or just a snack and soda?

Shop the Veterans Canteen Retail Store located on Ground Floor, Bldg. 28
Monday-Friday, 7am-4pm,
Saturday 9am-2pm

Hungry?

Try out the *Patriot Cafe* located on 1st Floor, Bldg. 28
Monday-Friday 7:30am-2pm
Full hot line breakfast/lunch, grill, subs/wraps and a Simply to Go food case

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<http://www.chillicothe.va.gov/>

Chillicothe VA Medical Center
17273 St. Rt. 104
Chillicothe, Ohio 45601

Main Phone: 740-773-1141
or toll free: 800-358-8262

2017 Veterans Fine Arts, Applied Arts and Crafts Competition

The VA Art Competition and Show provides Veterans with an opportunity to be acknowledged for their artistic talents and skills.

Date: Wed., March 15, 2017

Place: VA Medical Center Bldg. 9

Time: 10am - 2PM

A panel of judges from the local art community will use the following criteria: creativity, skill, originality & total presentation.

Local first place entries in each art category will have the opportunity to compete in the 2017 National Art Competition.

Contact: Annette Roth (740) 773-1141 ext. 7423
or Justin Peterson ext. 7416



Employee Spotlight - Get to Know Your VA Family!



In the Spotlight

Voluntary Service would like to introduce one of their newest team members, Heather Murphy, Voluntary Service Specialist. Heather began her career at the Medical Center on July 15, 2012 in the Call Center. She became secretary for Patient Business Service and then the Chief of Staff. Heather feels she gained a lot of knowledge that she is using in her new position. Heather is enjoying her new job as it has opened numerous opportunities for her to engage with Veterans and their families. She loves hearing individual stories and learning about their experiences. As a Veteran herself, joining the Army when she was 22, and serving for 17yrs., she also has a few stories she likes to share. Her new position allows her to interact and assist numerous voluntary organizations, they have many activities/parties for both outpatient and inpatient Veterans. Increasing the number of volunteers is a very important project which she works on daily. Heather encourages everyone, no matter the age, to volunteer at the facility. Please do not hesitate to contact the Voluntary Department if you, your family or friends are interested. There are numerous volunteer opportunities to engage with our Veterans.

She and her husband have 3 wonderful children ranging in ages 10-17. They are very active in the community and love the outdoors, hiking, camping and numerous sporting activities. Heather says, "Please don't be shy, join our team, become a volunteer and thank you to all Veterans for your service!"



Heather Murphy - Voluntary Svc.